

Dear UTC Commission,

I hope this message finds you well. I am writing to formally request a mitigation of the penalty imposed on my company following the recent audit of our UTC permit. While I fully acknowledge the violations that occurred, I respectfully believe that the circumstances surrounding our situation warrant consideration for a reduction of the \$12,900 penalty.

1. **Inexperience in the Industry:** As a new business, we are still navigating the complexities of the moving industry. We have made every effort to comply with regulations, but unfortunately, our lack of experience led to unintentional mistakes. This was not an indication of disregard for the rules, but rather a learning curve that we are committed to overcoming.
2. **Language Barrier:** Being a native Ukrainian speaker, I encountered challenges in fully understanding some of the regulatory requirements. For example, I have prepared a number of documents, but there was no need for it. While I have worked diligently to bridge this gap, there were instances where miscommunication may have contributed to our compliance issues. We are actively taking steps to improve our understanding of the regulations and have sought assistance in this regard.
3. **Immediate Corrective Action:** Upon being notified of the violations, we took swift action to rectify the issues identified during the audit. I have made a Safety Management Plan, which I am attaching for your review. This plan outlines our commitment to ensuring compliance moving forward and enhancing the safety and reliability of our operations.
4. **Good Faith Efforts:** We are dedicated to operating our business responsibly and ethically. The violations were not willful or negligent, but rather the result of inexperience. We are eager to learn from these mistakes and improve our operations to better serve our customers and adhere to all regulations.

I sincerely hope that you will consider these factors when reviewing our case. We are fully committed to complying with all UTC regulations and maintaining the highest standards in our operations. A reduction in the penalty would greatly assist us in continuing to grow our business and serve our community effectively.

Thank you for your consideration. I look forward to your response.

Best regards,

Anton Korovchenko

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